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Special:

**TO: State Agencies, Agricultural Districts, Public Agencies, Personnel and Health Benefit Officers, State Colleges & Universities, County Superintendents Of Schools, Individual School Districts**

**SUBJECT: Introducing On-Line Annual Member Statements**

CalPERS is pleased to announce that beginning February 14, active and inactive CalPERS members will be able to register to view their latest Annual Member Statement (June 30, 2000) on-line.

All they need to do is log on to the CalPERS On-Line web site, click on ***PERSONal Access***, and follow the **Register Now** instructions to have a PIN number mailed to them. Once they receive their PIN number, they can view their Annual Member Statement, which is updated each October. We expect this initial on-line service to be very helpful to members, because one of our most common requests is for duplicate copies of statements.

CalPERS has designed ***PERSONal Access*** to be easy to use **and** to keep our members' personal information safe and secure. To help our members understand this new program, the site will have a detailed explanation of how ***PERSONal Access*** works, a set of **Frequently Asked Questions**, and a **Troubleshooting Guide** for technical questions. Members can also contact us on-line with their questions.

This customer service improvement is our first step in bringing customized member information to CalPERS On-Line.

Kenneth W. Marzion, Chief  
Actuarial and Employer Services Division